



## **New Login Process Frequently Asked Questions**

### **What is Changing?**

Beginning in 2020, GSA Auctions, GSAXcess, Mysales, the NASA Module and the GSA-hosted Computers for Learning website will be making changes to the way you log in.

### **What will the new login process look like?**

- 1) You will log in using your email and password. You will no longer log in using your user ID.
- 2) Every time you log in, a one time code will be sent to the email address listed on your account. You must then enter that code to complete your login.

### **What is the New Login Process Called?**

It is called Multi-Factor Authentication (MFA), and it is an industry standard for both government and private sector websites.

Under MFA, a user is granted access only after presenting two or more pieces of evidence (or factors) to an authentication mechanism. This extra layer of security protects you, GSA, and the government by making it more difficult for someone to gain unauthorized access to your account.

### **Why do I need to do this?**

By preventing unauthorized access to your account, MFA protects you and the Federal Government. It is also a requirement for all Federal Government websites.

### **Why can't I log in using my user ID?**

Your user ID will be tied to your email address. Although you are using your email address to log in, all of your activities will be documented under your unique user ID.

### **Why do I still need a user ID if I am just going to log in using my email address and password?**

You will still have a unique user ID that will be used to formally document all of your activities within the system.

**I have multiple accounts with the same email address. How will the system know which account I want to log into?**

Once you log into the system with your email address and password, the system will display all available accounts that are linked to your email address. You will have the opportunity to select which account you want to log into.

**I use Mysales and GSAXcess. Can I use the same email address and password for both websites?**

Assuming your registered email address is the same for both websites, you will be able to use the same email address and password to log into both websites. Once you establish an account by using your email address to log in, you will be able to use that same email address and password for other systems.

**What does “Remember me” mean?**

By selecting the “Remember me” box at login, the system will pre-populate your email address each time you open the login screen. This prevents you from having to enter it in during each login.

**What does “Do not challenge me on this device for the next 12 hours,” mean?**

By selecting the “Do not challenge me on this device for the next 12 hours” you will not be required to submit a one time passcode for 12 hours (assuming you are logging in on the same device as when you selected the option). This option will not display again until the 12 hours have expired. However, if you try logging in from a different device during that 12 hour period, you will be required to request a one time code because the system does not recognize your new device.